GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2409
ANSWERED ON:04.12.2000
MUMBAI TELECOM NETWORK
DR. KIRIT SOMAIYA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Mumbai Telecom Network including telephones and cellular telephones went on the blink for two hour on July 25, 2000;

(b) if so, the reasons therefor;

(c) whether any inquiry has been ordered by the Government in this regard;

(d) if so, the details thereof; and

(e) the steps taken by the Government against the persons found responsible?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes Sir. Due to heavy traffic, certain exchanges of MTNL in Mumbai experienced intermittent dial tone and delayed dial tone for some period.

(b) On 25.7.2000, due to a local incident there was commotion in the city and since morning, the telephone traffic was increasing gradually. It was found that around 11 a.m. most of the exchanges in the Mumbai network experienced very heavy call attempts (4 to 5 times the normal value) by the subscribers and some of the exchanges in the network were on the point of collapse and could not carry traffic. Preventive action was taken to control the traffic wherever required, so that the exchanges do not collapse. As a result, the dial-tone was delayed to the subscribers in these exchanges. It was found that Sion, Shivaji Park and Worli exchanges, in which all the traffic from the cellular mobile operators are connected, were showing very heavy congestion resulting in call failure. Incoming facility was available through out for all subscribers. The traffic became normal by 3 p.m.

(c) Yes Sir.

(d) A committee comprising of five senior level officers was constituted for conducting an enquiry to determine the causes of reported breakdown in the Telecom Network. The Committee submitted its report on 31.7.2000.
The findings of the Committee :

There had been a sudden abnormal increase in call attempts from around 10.15 Hours till 13.30 Hrs on that day . The effect of this abnormally high traffic and severe congestion in the local telephone exchanges , resulting in no dial tone or delayed dial tone to the telephone subscribers .

All other equipments such as power plant and batteries , junction network of MTNL , TrunkAutomatic exchanges were functioning normal during this period .

There is no evidence of international jamming or sabotage of MTNL Mumbai Network on 25.7.2000 .

(e) As per the findings of the Committee, detailed instructions to the field units were given for taking remedial action (copy enclosed at Annexure).
Further, since the impact due to the abnormally high traffic as stated above was more pronounced in E10 B Exchanges, compared to New technology switches, it has been decided to process for phasing out of E10 B Exchanges from Metro Cities where traffic is high.
No persons were found responsible for this incidence as explained above.